INCORPORATING THE CHRONIC CARE MODEL TO IMPROVE ACTIVATION, ENGAGEMENT, SATISFACTION, AND HEALTH OUTCOMES

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OBJECTIVES

- Identify how elements of the Chronic Care Model can be used to create a planned, proactive visit
- Explain how clinical leaders can use the Chronic Care Model to improve staff activation, engagement, and satisfaction
- Describe how clinical teams can use the Chronic Care Model can be used to foster patient activation, engagement, and satisfaction
The Military Health System has a unique mission to provide care for a diverse population while maintaining mission readiness to meet the United States’ national security needs.

Similar to the American healthcare system, the MHS is designed for episodic rather than longitudinal care

- The result is fragmented care, stressed healthcare teams, frustrated patients, sub-optimal health outcomes, and excessive expenditure

- Longitudinal care is designed to address chronic health conditions and assist patients to become activated and engaged
BACKGROUND

- Fragmentation
- Stress
- Purpose
- Meaning
- Outcomes
The purpose of this project is to effectively incorporate elements of the Chronic Care Model into daily practice, creating activation and engagement as evidenced by:

- **Staff**
  - Confidence/Conviction Ruler
  - Staff Satisfaction Surveys

- **Patient satisfaction**
  - Confidence/Conviction Ruler
  - Exit surveys

- **Patient health outcomes**
  - Hemoglobin A1C levels
Ray’s Theory of Bureaucratic Caring
- “The integration of humanistic, social, ethical, religious/spiritual, political, economic, technological, and legal caring.” (Davidson, Ray & Turkel, 2011, p xxxii).

Chaos Theory
- Small events cause changes many orders of magnitude greater than the originating event; all events lead either to increasing order or disorder (Fractal Foundation, 2015).

The Chronic Care Model
- Using the planned, proactive visit to create longitudinal, therapeutic relationships that foster activation and engagement to improve health outcomes (IHI, 2006).
"For patients with diabetes, does the implementation of the Chronic Care Model lead to increased patient satisfaction, staff satisfaction, and improved self-management skills as evidenced by decreased Hemoglobin A1Cs (HbA1C) within three months?"
- Employ all staff at the top of their skillsets
  - Activation
  - Engagement
  - Satisfaction
- Allot time specifically to address chronic health issues separately from acute health concerns
  - Create time-based schedule templates
  - Establish longitudinal relationship
- Incorporate shared decision-making with patients
  - Activation
  - Engagement
  - Satisfaction
  - Health Outcomes
For patients with no healthcare encounters in past 6 months and for patients who called in for refills

Apply the Nursing Process

- Assess
  - Self-Management, glucose testing, results, medication adherence, barriers & successes
- Plan
  - Do they need supplies, labs, meds, preventive care, appointment?
- Implement
  - Enter order for the items identified
- Evaluate
  - Understanding of plan of care, when/where to pick up supplies/meds; when/where to get labs done, next appointment; BRING ANY QUESTIONS
  - DOCUMENT IN AHLTA
For patients scheduled for a clinic visit within the next 2 weeks

Review record:
- Contact patient and remind them to get labs done
- Remind to pick up supplies and/or bridge medications
- Enter orders for any primary preventive services (mammo, CRC screening, etc)
- DOCUMENT IN AHLTA (Open Not Checked In)

Normal screening process at the visit
- Ensure patient enrolls in Micare
- Remind to complete primary prevention- including IMMUNIZATIONS!
At the healthcare encounter:
- Review all pertinent lab and screening data with patient
- Review nursing information with patient
- Conduct necessary exam
- Propose plan of care
- Tailor plan to patient’s needs, goals, desires
Formative Data
  - Peer Review

Summative Data
  - Confidence (Engagement)
    - Non-parametric analysis: Mann-Whitney
      - Patients: t=5.7, p <.001
      - Staff: t= 2.36, p <.005
  - Conviction (Activation)
    - Non-parametric analysis: Mann-Whitney U test
      - Patients: t=0.24, p <.004
      - Staff: no change
  - Satisfaction: Thematic analysis
    - Patients: Appreciation and praise for the staff’s CARING
    - Staff: shift in locus of control from external to TEAM-BASED problem-solving
  - Glycosylated hemoglobin (HbA1C) levels
    - Paired t-test: t= 3.32, p<.003; 14% decrease
OUTCOMES

OUTCOME MEASURES

Pre  Post
The essence of healthcare is the relational bond of caring; “the choice to care is the magnetic appeal that will keep the universe of nursing, medicine, and health care emerging, unfolding, and enfolding together into a new vision of relational self-organization.” (Ray, 2011, p. 105).

Incorporating elements of the Chronic Care Model can create activation, engagement, and satisfaction without increasing the need for staffing or financial resources.

This project innovatively leveraged the power of nursing to create better healthcare, better health, best value, and readiness.

IMPLICATIONS FOR NURSING
When providers did not have time allotted to address chronic issues, patients simply had to make more appointments.

Calculating the impact to providers revealed that this author was able to provide better health care and help patients achieve better health while needing 50% fewer appointments.

Healthier patients use fewer resources, are more productive, make greater contribution to society.

Financially, this also represents a projected annual cost savings of $650-980 per patient per year in direct patient care costs (IHI, 2003).
RECOMMENDATIONS

- Create planned, proactive visits,
- Employ each healthcare team member to the top of their skillset,
- Allot time specifically to address the chronic health issue separately from acute health care issues,
- Incorporate shared decision-making with patients in order to create activation and engagement.
Incorporating the Chronic Care Model can improve activation, engagement, satisfaction, and health outcomes.

Offers opportunities to expand to other teams and more broadly throughout the AFMS.
HEALTHCARE HAPPENS IN A CLINIC
HEALTH HAPPENS AT HOME

The patient is the expert in their health experience;
the clinical team members are the experts in healthcare

Intentionally linking meaning and purpose to achieve desired outcomes in true partnership with our patients fosters activation and engagement, creating better healthcare, better health, and undeniable value.
Identify how elements of the Chronic Care Model can be used to create a planned, proactive visit.

Explain how clinical leaders can use the Chronic Care Model to improve staff activation, engagement, and satisfaction.

Describe how clinical teams can use the Chronic Care Model to foster patient activation, engagement, and satisfaction.

WRAP-UP


